3M HIS Consulting RAMP

Results, Analytics and Management Portal

User Manual

v 1.0 – Sept. 2012

The 3M™ Results, Analytics and Management Portal (RAMP)

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Overview

Results, Analytics and Management Portal (RAMP) provides an easy to use online tool for viewing and downloading Sustainability and Monitoring reports. The detailed data behind these reports is also accessible allowing for "drill-down" to specific patient records. This allows for a retrospective review for completeness and potential process improvement.

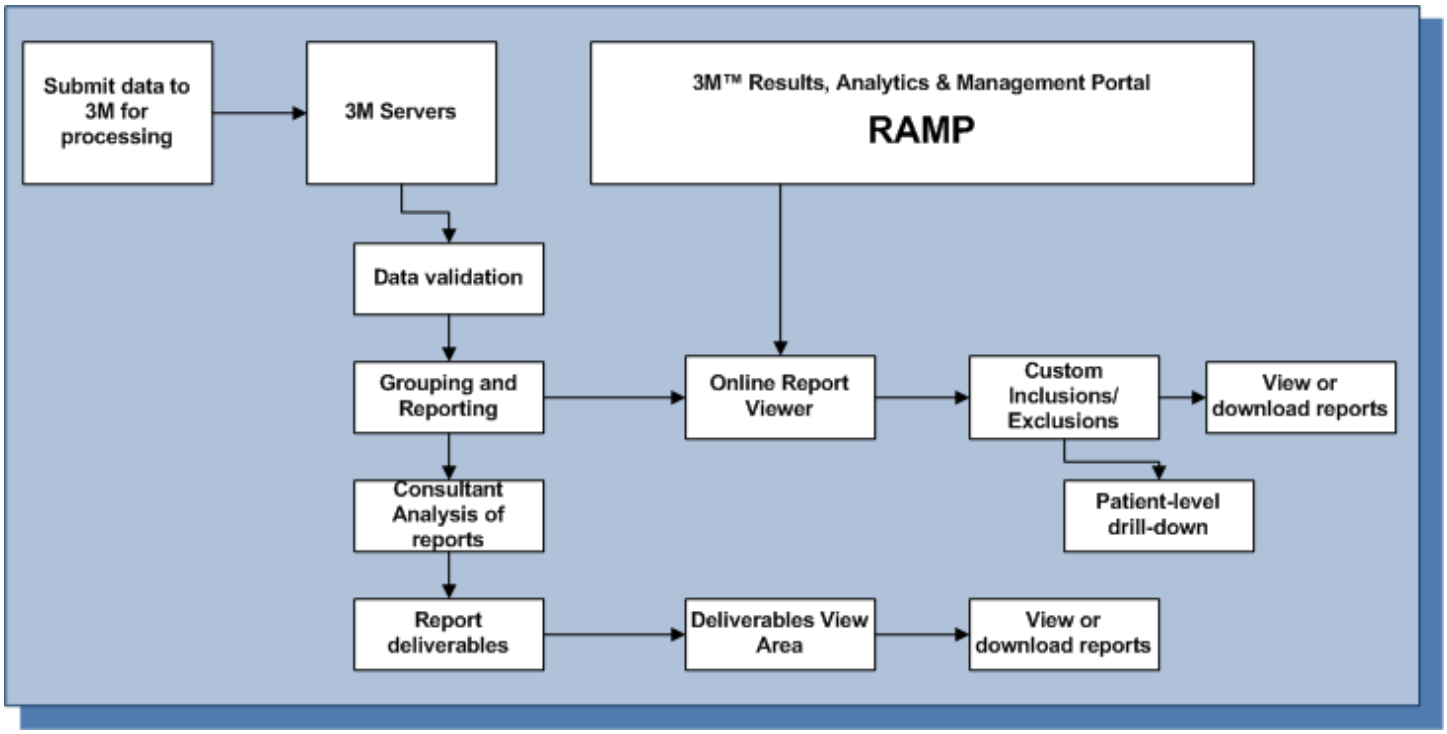
RAMP Process Flow:

You may submit data to 3M for processing via RAMP. Simply login with your facilities credentials and submit data across a secure web link. The data will then be processed and reviewed by 3M Data Analysts and final reports uploaded into RAMP.

Within RAMP you will be able to view or download the reports in the Deliverables View Area, or you use the Online Report Viewer to customize the reports to filter to specific Service Lines or to include or exclude DRGs.

While viewing these reports you can click on data elements to view the patient record behind that value.

Reports or patient record drill-down data may be exported to Excel©, Word, © PDF © or CSV file formats at any time from the Online Report Viewer.



Security of your data

3M complies with all HIPAA rules and regulations in the protection of Patient Health Information (PHI) by utilizing the following technologies to secure your data.

Secure Socket Layer: A cryptographic protocol that provides secure communication over the internet.

AES 256-bit encryption: Data submitted to the 3M web servers is encrypted with 256-bit AES encryption. The same encryption adopted by the U.S. government.

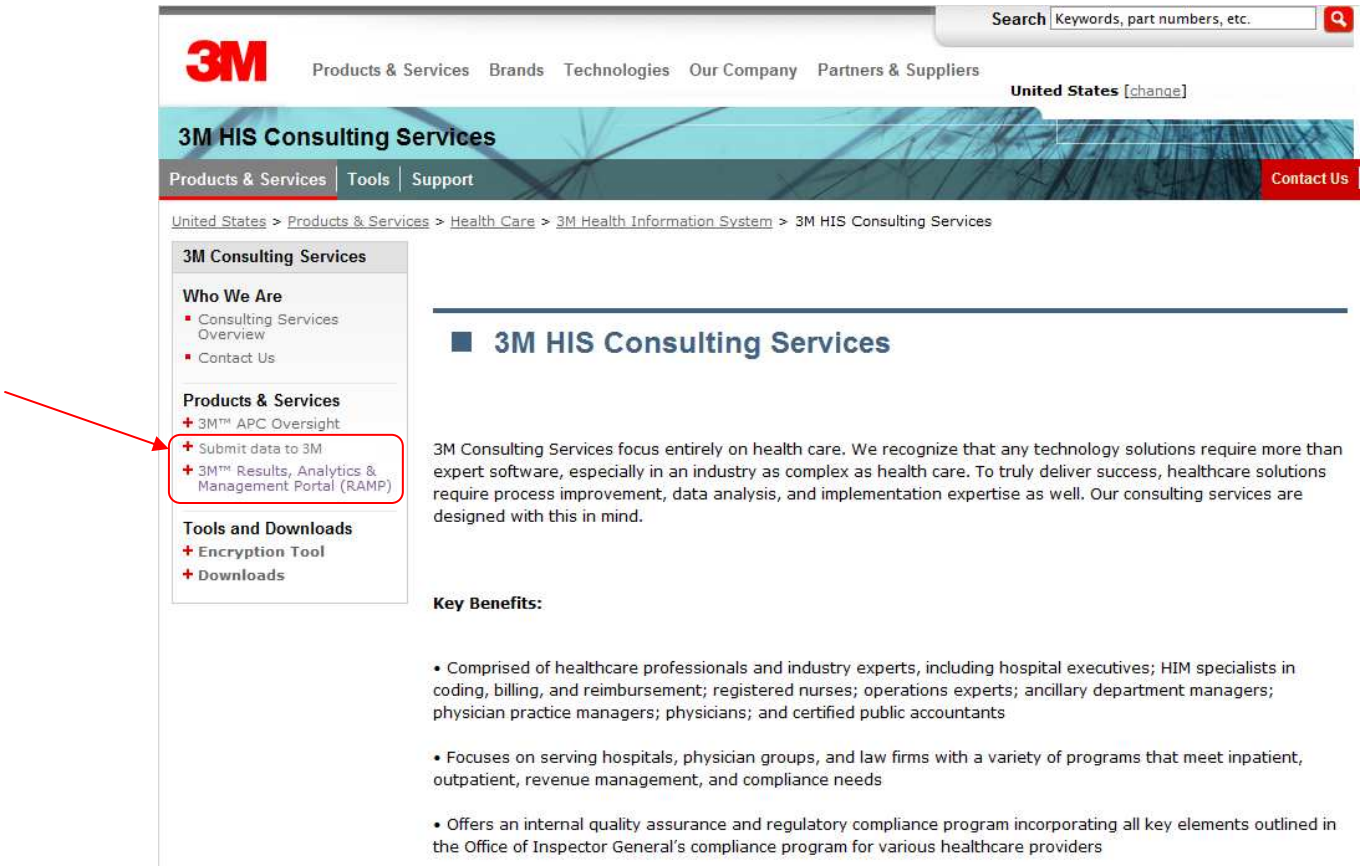
Transparent Data Encryption: Perform real-time I/O encryption and decryption of data and log files residing in Microsoft© SQL Server.

Firewalls: DMZ firewall at the web server exists to isolate database for the Internet. Also, data residing on 3M servers is protected by the 3M corporate firewall.

Limited access facility: 3M servers are in isolated, card-access facilities with restricted access.

Accessing RAMP

An account must be created for each user that will be accessing RAMP. The user accounts will be created and maintained by 3M. To access RAMP or submit data to 3M for processing, open an Internet browser and go to performancemanagement.3mhis.com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Brands
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3M HIS Consulting Services
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Tools
Support
Contact Us
United States > Products & Services > Health Care > 3M Health Information System > 3M HIS Consulting Services
3M Consulting Services
Who We Are
Consulting Services Overview
Contact Us
Products & Services
3M™ APC Oversight
Submit data to 3M
3M™ Results, Analytics & Management Portal (RAMP)
Tools and Downloads
Encryption Tool
Downloads
3M HIS Consulting Services
3M Consulting Services focus entirely on health care. We recognize that any technology solutions require more than expert software, especially in an industry as complex as health care. To truly deliver success, healthcare solutions require process improvement, data analysis, and implementation expertise as well. Our consulting services are designed with this in mind.
Key Benefits:
• Comprised of healthcare professionals and industry experts, including hospital executives; HIM specialists in coding, billing, and reimbursement; registered nurses; operations experts; ancillary department managers; physician practice managers; physicians; and certified public accountants
• Focuses on serving hospitals, physician groups, and law firms with a variety of programs that meet inpatient, outpatient, revenue management, and compliance needs
• Offers an internal quality assurance and regulatory compliance program incorporating all key elements outlined in the Office of Inspector General's compliance program for various healthcare providers

Submitting Data to 3M

Data may be submitted to 3M for processing from the RAMP web site. Click the Submit data to 3M link in the left-hand pane. You will then be asked for your login credentials. This information is supplied to you by 3M.

Once you have successfully logged in, a list of the contracted 3M products will be shown in the first drop-down. Select the appropriate product for which you are submitting data.

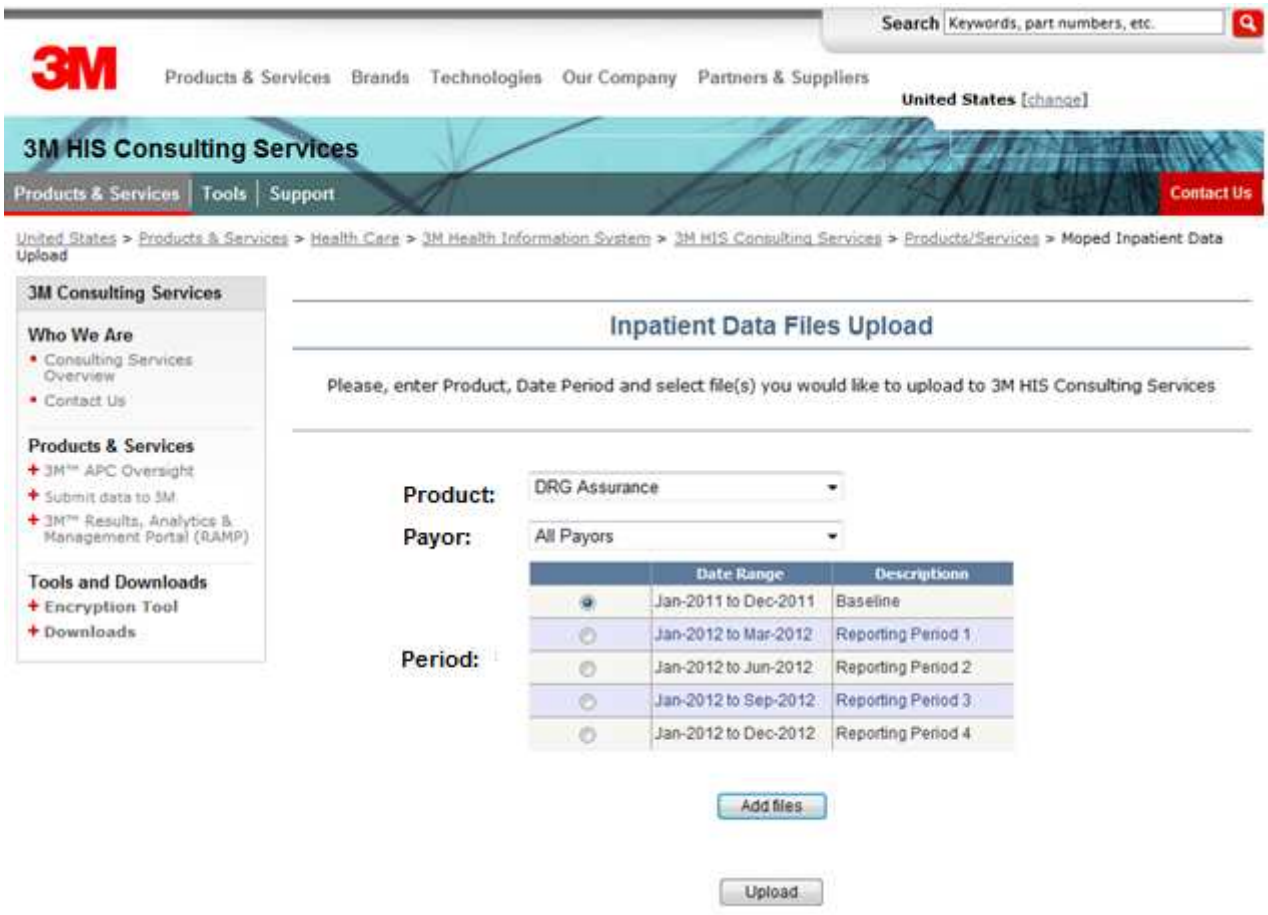
In the next drop-down, select the payor of the data being submitted.

The system will then display all time periods where data has not been previously submitted. In some cases, a previous period may be shown when 3M is expecting replacement data to be resubmitted. Select the appropriate time period. In most cases, this would be the first time period listed.

You are now ready to select the file(s) to be submitted. Click the <Add files> button. This will cause a file selection dialog box to appear. Navigate to the folder that contains the files and select the file(s) to be submitted. You may select multiple file by using the Shift-click and Ctrl-click controls. Once all files have been selected, click the <Upload> button.

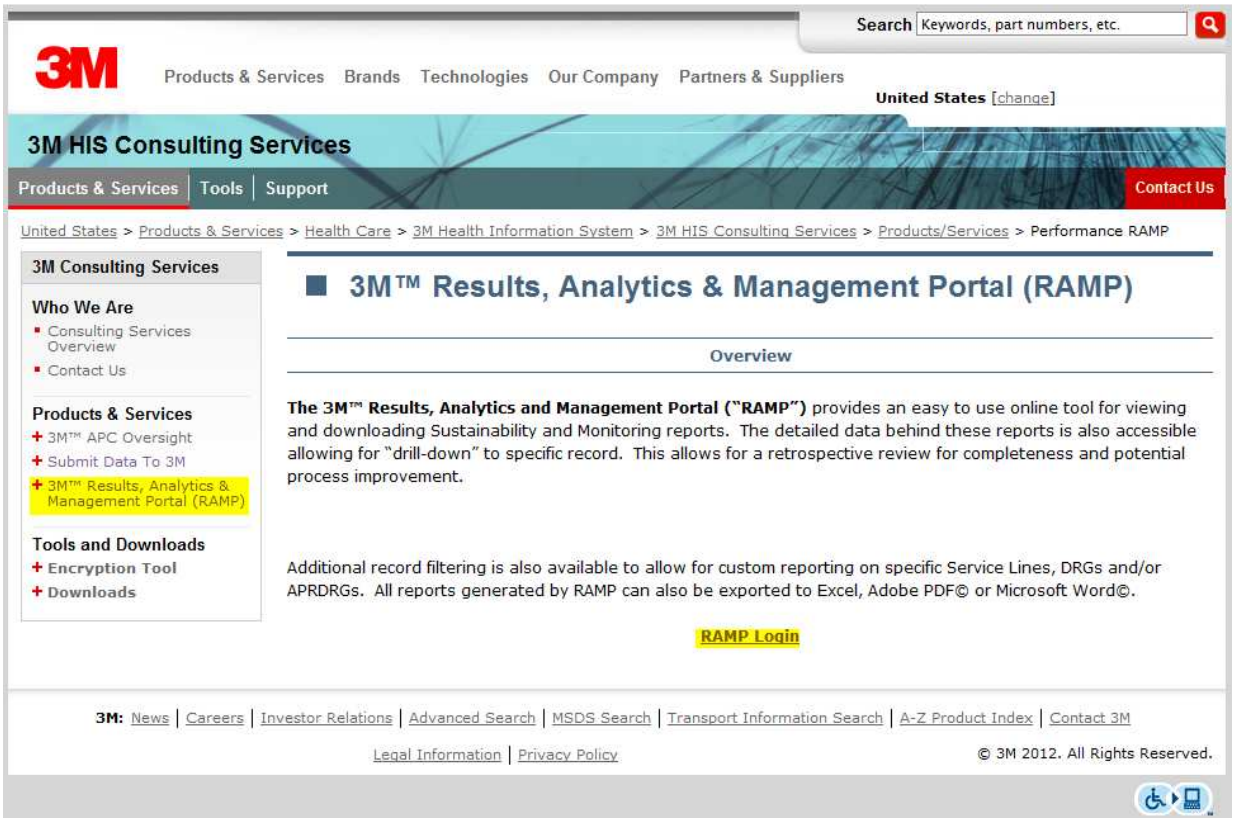
Files will be securely delivered to the 3M web server (see Security of your data on page 4 for details).

If you will be submitting data for multiple time periods and/or payors, each must be submitted separately.



Logging on to RAMP

Using the same left-hand menu pane, select **3M™ Results, Analytics & Management Portal (RAMP)**.


Search Keywords, part numbers, etc.
Products & Services Brands Technologies Our Company Partners & Suppliers
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Who We Are
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3M™ APC Oversight
Submit Data To 3M
3M™ Results, Analytics & Management Portal (RAMP)
Tools and Downloads
Encryption Tool
Downloads
3M™ Results, Analytics & Management Portal (RAMP)
Overview
The 3M™ Results, Analytics and Management Portal ("RAMP") provides an easy to use online tool for viewing and downloading Sustainability and Monitoring reports. The detailed data behind these reports is also accessible allowing for "drill-down" to specific record. This allows for a retrospective review for completeness and potential process improvement.
Additional record filtering is also available to allow for custom reporting on specific Service Lines, DRGs and/or APRDRGs. All reports generated by RAMP can also be exported to Excel, Adobe PDF© or Microsoft Word©.
RAMP Login
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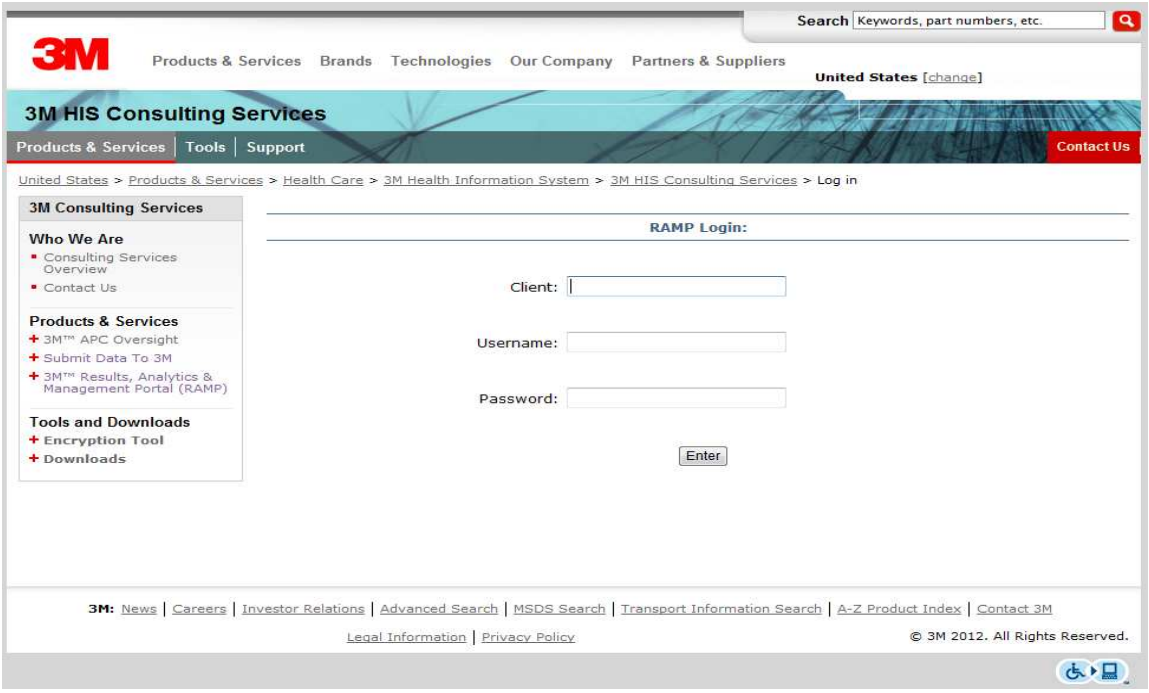
Then click "**RAMP Login**". The below Login screen will appear – enter your credentials here.


Search Keywords, part numbers, etc.
Products & Services Brands Technologies Our Company Partners & Suppliers
United States [change]
3M HIS Consulting Services
Products & Services Tools Support
Contact Us
United States > Products & Services > Health Care > 3M Health Information System > 3M HIS Consulting Services > Log in
3M Consulting Services
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Consulting Services Overview
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3M™ Results, Analytics & Management Portal (RAMP)
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Encryption Tool
Downloads
RAMP Login:
Client:
Username:
Password:
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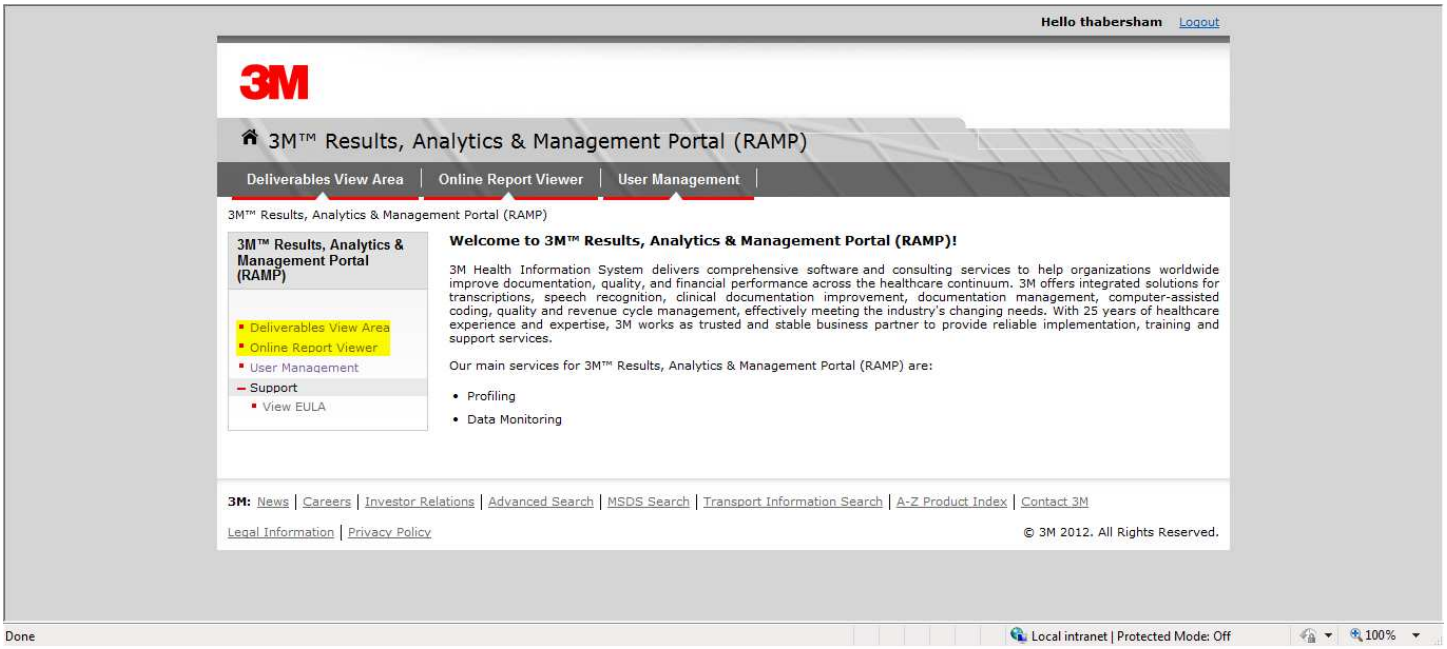
Once logged in, the below screen will appear. Here, you can choose the **Deliverables View Area** or the **Online Report Viewer**, both of which will be explained in detail next.


Hello thabersham Logout
3M™ Results, Analytics & Management Portal (RAMP)
Deliverables View Area
Online Report Viewer
User Management
3M™ Results, Analytics & Management Portal (RAMP)
3M™ Results, Analytics & Management Portal (RAMP)
Deliverables View Area
Online Report Viewer
User Management
Support
View EULA
Welcome to 3M™ Results, Analytics & Management Portal (RAMP)!
3M Health Information System delivers comprehensive software and consulting services to help organizations worldwide improve documentation, quality, and financial performance across the healthcare continuum. 3M offers integrated solutions for transcriptions, speech recognition, clinical documentation improvement, documentation management, computer-assisted coding, quality and revenue cycle management, effectively meeting the industry's changing needs. With 25 years of healthcare experience and expertise, 3M works as trusted and stable business partner to provide reliable implementation, training and support services.
Our main services for 3M™ Results, Analytics & Management Portal (RAMP) are:
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Data Monitoring
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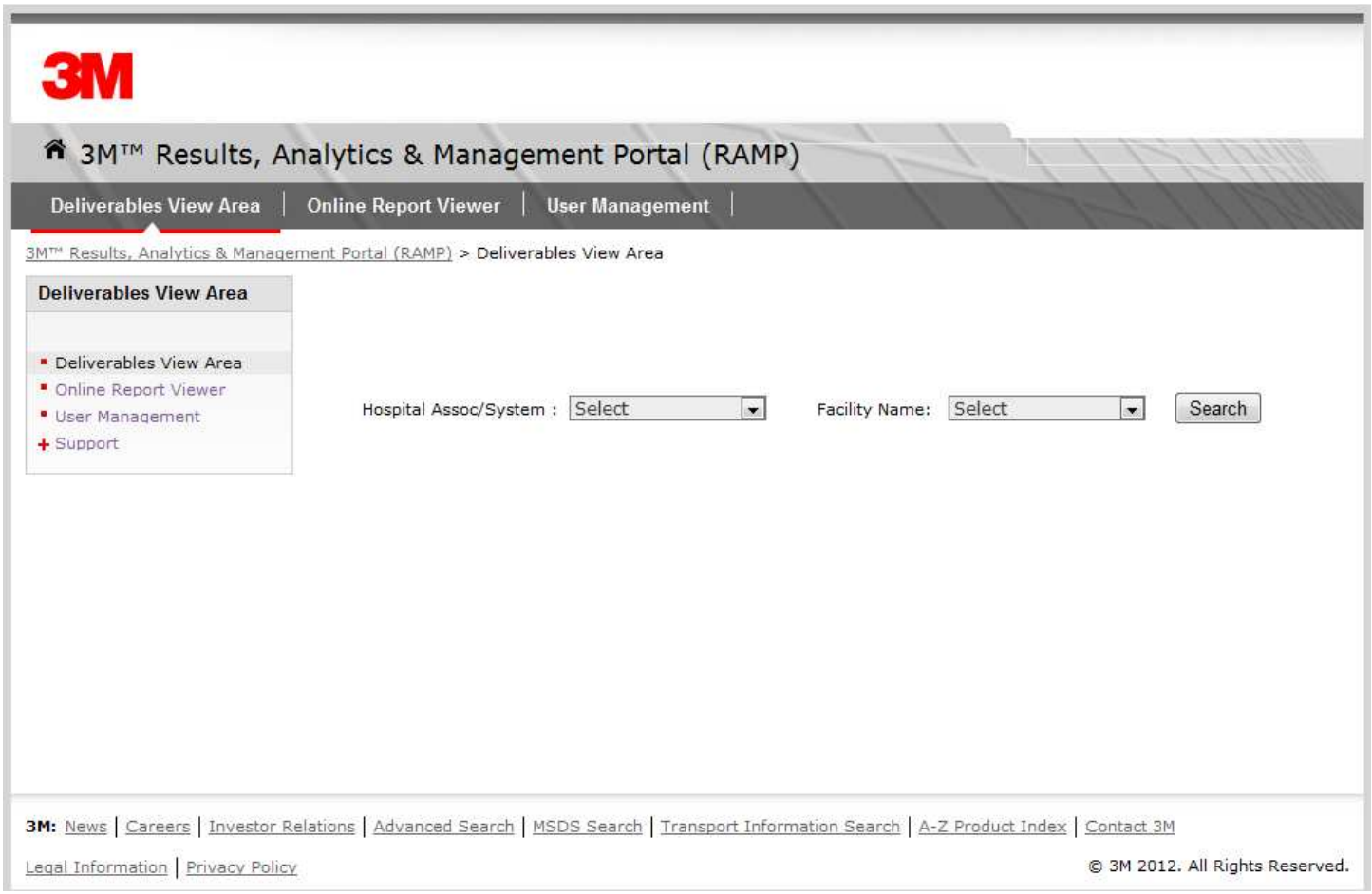
Done
Local intranet | Protected Mode: Off
100%

NOTE: The *User Management* view will only be displayed for those with Administrator level rights.

Deliverables View Area

This is the area where you view and download all reports produced by 3M. When the user clicks on **Deliverables View Area**, the below options are presented:


3M™ Results, Analytics & Management Portal (RAMP)
Deliverables View Area
Online Report Viewer
User Management
3M™ Results, Analytics & Management Portal (RAMP) > Deliverables View Area
Deliverables View Area
Deliverables View Area
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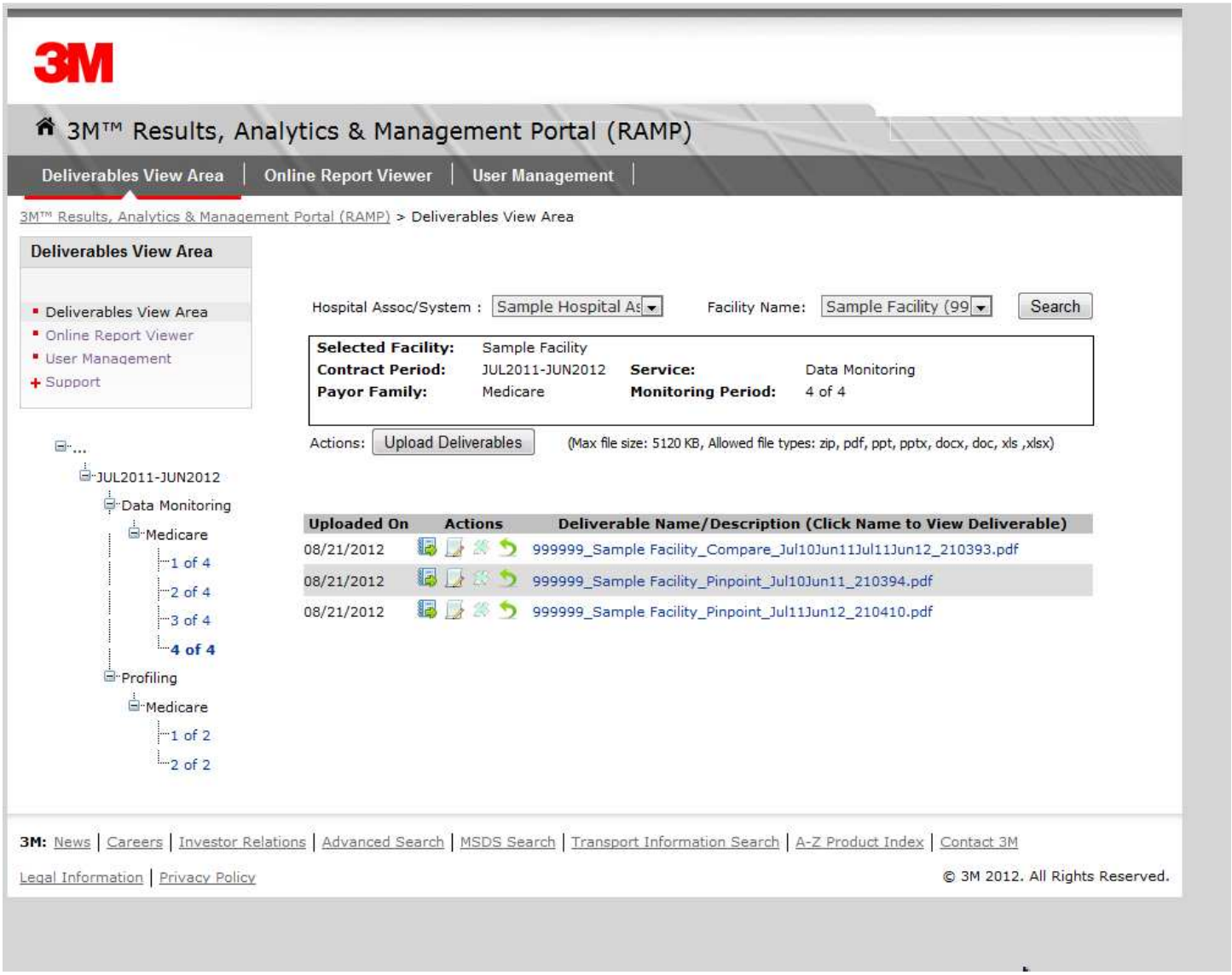
The user would then choose from the drop down list which hospital association or system AND associated facility they want to view reports for. If the user's hospital is not part of an association or system, he/she can select ***None*** from the drop down list and then choose from a list of facilities that aren't tied to systems. Then click the Search button to bring up the chosen hospital/facility report data.

Reports will be arranged by the hierarchy shown in the left-hand pane; first by the report monitoring period, then by report type and payer, and finally by the reporting period. In this example, Data Monitoring reports for period 4 of 4 are shown for the 2011 - 2012 monitoring year.

To view any report, double-click on the report name. Once opened, you can page through the report, print it or save it to your local computer.

To view the reports with drill-down capability, click the icon. The report will then be presented via the **Online Report Viewer** where you may drill-down to patient record data (see page 10 for details).



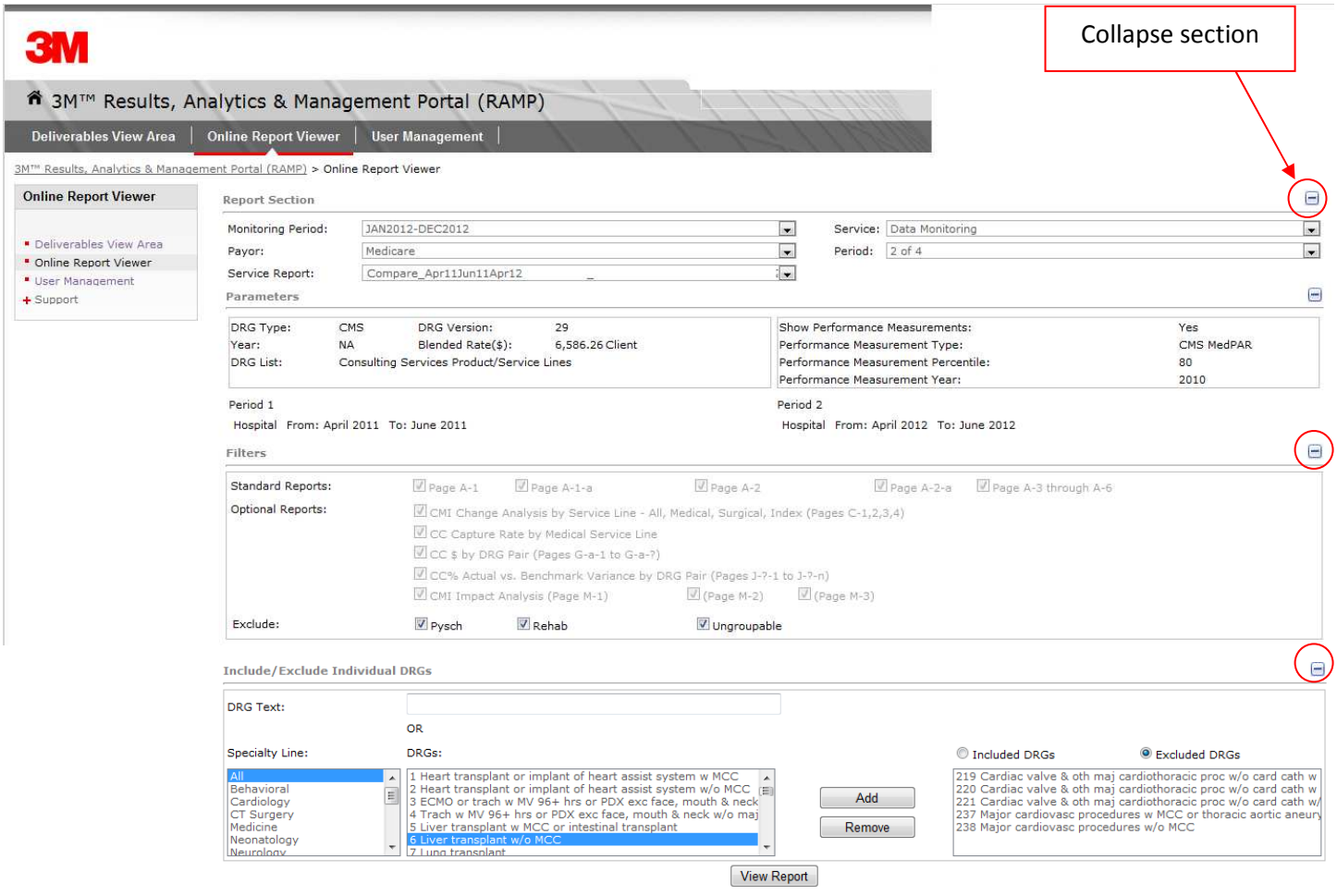
Online Report Viewer

This is the area where you view reports with drill-down to the patient record or customize the report with inclusions/exclusions of Service Lines or specific DRGs.

Report Section	Select the report to be viewed online
Parameters	The parameters used by 3M to produce the report are shown. Most of these parameters cannot be changed.
Include/Exclude	You can customize the report by including or excluding an entire Service Line or individual DRGs.

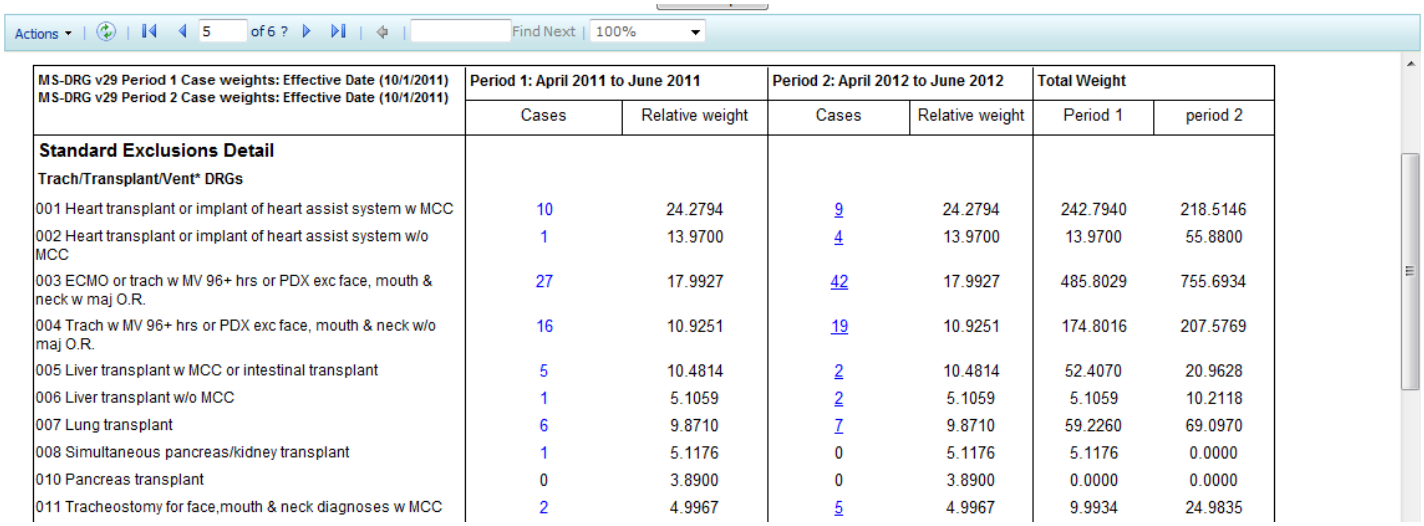
Click the <View Report> button to produce the report with your custom inclusions/exclusions. You can create a larger report view area by collapsing the parameters sections.

Note: It may take a few seconds for the report to be displayed.


Collapse section
3M™ Results, Analytics & Management Portal (RAMP)
Deliverables View Area
Online Report Viewer
User Management
3M™ Results, Analytics & Management Portal (RAMP) > Online Report Viewer
Online Report Viewer
Deliverables View Area
Online Report Viewer
User Management
Support
Report Section
Monitoring Period: JAN2012-DEC2012
Service: Data Monitoring
Payor: Medicare
Period: 2 of 4
Service Report: Compare_Apr11Jun11Apr12
Parameters
DRG Type: CMS
DRG Version: 29
Year: NA
Blended Rate($): 6,586.26 Client
DRG List: Consulting Services Product/Service Lines
Show Performance Measurements: Yes
Performance Measurement Type: CMS MedPAR
Performance Measurement Percentile: 80
Performance Measurement Year: 2010
Period 1
Hospital From: April 2011 To: June 2011
Period 2
Hospital From: April 2012 To: June 2012
Filters
Standard Reports: Page A-1 Page A-1-a Page A-2 Page A-2-a Page A-3 through A-6
Optional Reports:
CMI Change Analysis by Service Line - All, Medical, Surgical, Index (Pages C-1,2,3,4)
CC Capture Rate by Medical Service Line
CC $ by DRG Pair (Pages G-a-1 to G-a-?)
CC% Actual vs. Benchmark Variance by DRG Pair (Pages J-?-1 to J-?-n)
CMI Impact Analysis (Page M-1) (Page M-2) (Page M-3)
Exclude: Pysch Rehab Ungroupable
Include/Exclude Individual DRGs
DRG Text:
OR
Specialty Line:
DRGs:
Included DRGs
Excluded DRGs
All
Behavioral
Cardiology
CT Surgery
Medicine
Neonatology
Neurology
1 Heart transplant or implant of heart assist system w MCC
2 Heart transplant or implant of heart assist system w/o MCC
3 ECMO or trach w MV 96+ hrs or PDX exc face, mouth & neck
4 Trach w MV 96+ hrs or PDX exc face, mouth & neck w/o maj
5 Liver transplant w MCC or intestinal transplant
6 Liver transplant w/o MCC
7 Lung transplant
Add
Remove
219 Cardiac valve & oth maj cardiothoracic proc w/o card cath w
220 Cardiac valve & oth maj cardiothoracic proc w/o card cath w
221 Cardiac valve & oth maj cardiothoracic proc w/o card cath w/
237 Major cardiovasc procedures w MCC or thoracic aortic aneury
238 Major cardiovasc procedures w/o MCC
View Report

Drill-down capability

You may drill-down to the patient record(s) behind any report created in the Online Report Viewer by clicking on any number in blue.

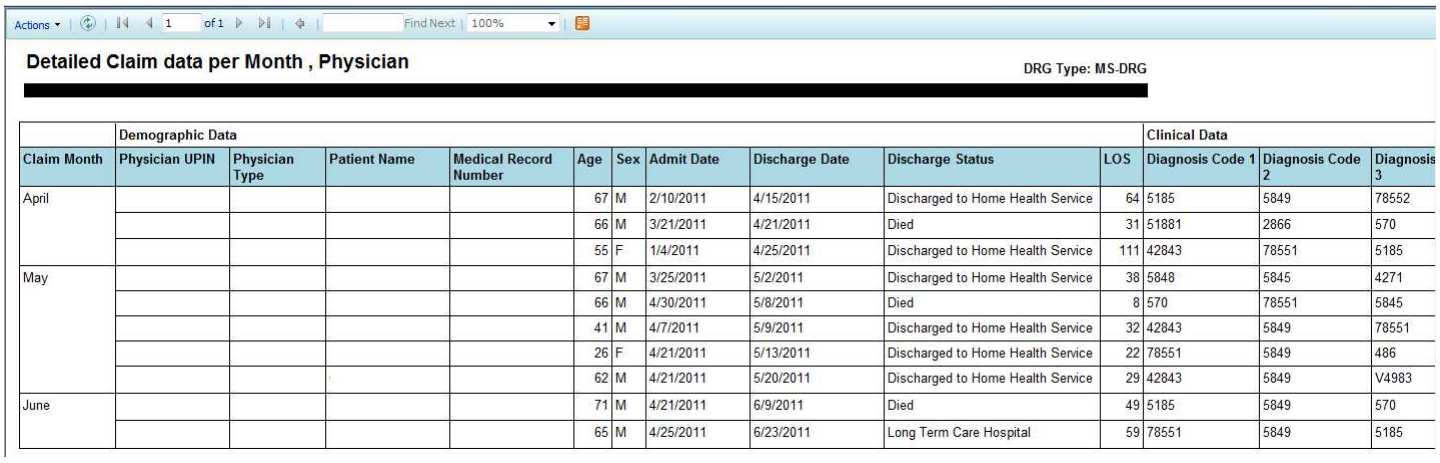


Actions | 5 of 6 ? | Find Next | 100%

MS-DRG v29 Period 1 Case weights: Effective Date (10/1/2011) MS-DRG v29 Period 2 Case weights: Effective Date (10/1/2011)	Period 1: April 2011 to June 2011		Period 2: April 2012 to June 2012		Total Weight	
	Cases	Relative weight	Cases	Relative weight	Period 1	period 2
Standard Exclusions Detail						
Trach/Transplant/Vent* DRGs						
001 Heart transplant or implant of heart assist system w MCC	10	24.2794	9	24.2794	242.7940	218.5146
002 Heart transplant or implant of heart assist system w/o MCC	1	13.9700	4	13.9700	13.9700	55.8800
003 ECMO or trach w MV 96+ hrs or PDX exc face, mouth & neck w maj O.R.	27	17.9927	42	17.9927	485.8029	755.6934
004 Trach w MV 96+ hrs or PDX exc face, mouth & neck w/o maj O.R.	16	10.9251	19	10.9251	174.8016	207.5769
005 Liver transplant w MCC or intestinal transplant	5	10.4814	2	10.4814	52.4070	20.9628
006 Liver transplant w/o MCC	1	5.1059	2	5.1059	5.1059	10.2118
007 Lung transplant	6	9.8710	7	9.8710	59.2260	69.0970
008 Simultaneous pancreas/kidney transplant	1	5.1176	0	5.1176	5.1176	0.0000
010 Pancreas transplant	0	3.8900	0	3.8900	0.0000	0.0000
011 Tracheostomy for face,mouth & neck diagnoses w MCC	2	4.9967	5	4.9967	9.9934	24.9835

Patient-level detail

Information from the patient record including all diagnosis and procedure codes will be displayed. In the example below all PHI data has been removed but will be shown in the actual report.



Actions | 1 of 1 | Find Next | 100%

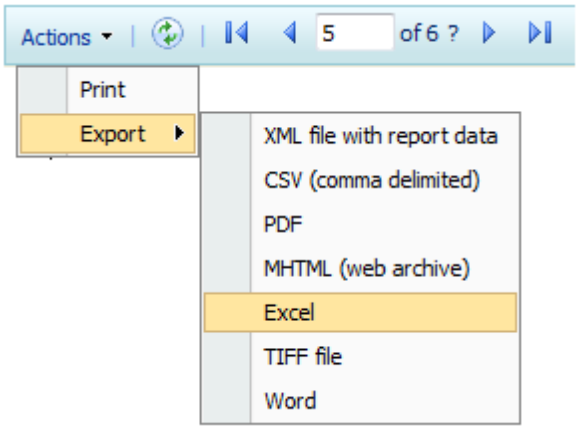
Detailed Claim data per Month , Physician

DRG Type: MS-DRG

	Demographic Data										Clinical Data		
Claim Month	Physician UPIN	Physician Type	Patient Name	Medical Record Number	Age	Sex	Admit Date	Discharge Date	Discharge Status	LOS	Diagnosis Code 1	Diagnosis Code 2	Diagnosis 3
April					67	M	2/10/2011	4/15/2011	Discharged to Home Health Service	64	5185	5849	78552
					66	M	3/21/2011	4/21/2011	Died	31	51881	2866	570
					55	F	1/4/2011	4/25/2011	Discharged to Home Health Service	111	42843	78551	5185
May					67	M	3/25/2011	5/2/2011	Discharged to Home Health Service	38	5848	5845	4271
					66	M	4/30/2011	5/8/2011	Died	8	570	78551	5845
					41	M	4/7/2011	5/9/2011	Discharged to Home Health Service	32	42843	5849	78551
					26	F	4/21/2011	5/13/2011	Discharged to Home Health Service	22	78551	5849	486
					62	M	4/21/2011	5/20/2011	Discharged to Home Health Service	29	42843	5849	V4983
June					71	M	4/21/2011	6/9/2011	Died	49	5185	5849	570
					65	M	4/25/2011	6/23/2011	Long Term Care Hospital	59	78551	5849	5185

Exporting data from the Online Report Viewer

Any report or patient-level data can be exported from within the Online Report Viewer by using the <Action> button in the upper left-hand corner of the screen.



Please remember to log out of RAMP before closing your browser.

Password Maintenance

During your initial logon, you will be required to change your password. Thereafter, 3M enforces industry-standard rules on password strength and maintenance.

Support

User Accounts:	Tonya Habersham thabersham@mmm.com 678-332-3842
Report or data:	Contact your 3M Data Analysts
All other:	George Chafin gfchafin@mmm.com 678-332-3742
General 3M HIS Support	1-800-435-7776 support.3mhis.com

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9. Controlling Law, Dispute Resolution. This License shall be governed by and construed in accordance with the laws of the United States and the State of Georgia, as applied to agreements entered into and to be performed entirely within Georgia between Georgia residents. You agree that any proceeding arising out of or relating to Your use of the Software shall be exclusively instituted and venued in a state or federal court sitting in Fulton County, Georgia, and You hereby consent to the personal jurisdiction of the State of Georgia for such purposes.

10. Severability. If for any reason a court of competent jurisdiction finds any provision of this Agreement, or portions thereof, to be unenforceable, that provision of the Agreement shall be enforced to the maximum extent permissible so as to affect the intent of the parties, and the remainder of this Agreement shall continue in full force and effect.

11. Complete Agreement. This Agreement constitutes the entire agreement between the parties with respect to the use of the Software. A COPY OF THIS AGREEMENT IS AVAILABLE FROM THE HOME PAGE (FROM WHICH YOU CAN PRINT IT) AND AS AN APPENDIX TO USER GUIDE.